

VAMC MEMPHIS REPORT

UTVA Quarterly Meeting

August 14, 2012

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Hospital Current Budget

1. Significant personnel additions/losses

The Memphis FY12 Budget Allocation increased marginally over last fiscal year and with hiring of select staff the Memphis VA has taken huge steps in reducing Fee costs. VAMC Memphis is in the process of hiring 60 Mental Health professionals to strengthen both inpatient and outpatient Mental Health services.

2. Cost Efficiency Updates

We have opened additional beds in Mental Health (Five beds in August bringing capacity to 32 inpatient beds) to bring Veterans back to VAMC Memphis as opposed to sending them into the community hospitals. This is projected to substantially reduce Fee Costs (cost of patients in the community).

3. Significant Budget fluctuations

None

Status of Veteran Wait List

Although we do not have Veterans waiting to get access to health care, we continue to have a few patients who have indicated an interest in transferring their care to Jackson CBOC and we are facilitating.

1. Primary Care (main Facility) – No wait list
2. Primary Care (each Clinic) – No wait list
3. PTSD - PTSD - No wait list although we are challenged with getting some of these patients seen in a timely manner. The number of mental health patients waiting beyond 14 days in any given month is less than 200 and the facility is taking proactive measures with hiring mental health staff to ensure timely access to care.

4. Homemaker Program – No delay in providing these services
5. Adult Day Health – No delays
6. Mental Health – Same as # 3 above
7. OIF/OEF Clinic– On the July 15th access report there were 63 Primary Care patients who did not receive appointments within 14 days of the desire date and for Specialty Care there were 76 patients who waited in excess of 14 days.
8. Women’s Clinic - On the July 15th access report there were 31 veterans who waited more than 14 days beyond their desire date. One full time provider started this month to replace a provider we lost a few months ago, with this additional provider we are not expecting any more delays in the Women’s Clinic.

Patient Satisfaction

1. Current Rating Overall Rating – Inpatient 55.4%, Outpatient 52.4%
2. Current Strengths - A Throughput Tracker led by the Chief of Staff and comprised of multidisciplinary members has been established to focus on managing the patient’s overall experience from the time they enter the facility until discharge. The group has representatives from all areas involved in the movement of patients throughout the facility. This will allow the facility to respond to and resolve concerns prior to patient leaving the hospital, this should result in continued improvement of our Patient Satisfaction scores.
3. Current Weaknesses – Cleanliness of Hospital and responsiveness of staff
4. Process to reach/ maintain goals – VAMC Memphis is Implementing a program called “TruthPoint” to gain real time Veteran feedback. This will allow the facility to respond to and resolve concerns prior to patient leaving the hospital, this should result in continued improvement of our Patient Satisfaction scores.

Continuing Facility Improvements

1. Current Construction Updates

Project Number	Project Title	Status
314-313	Expand and Modernize Operating Rooms	Construction
614-CSI-101	Expand Ambulatory Care Bldg for OIF/OEF and Polytrauma	Construction

614-CSI-104	Expand Bldg 5 for Residential PTSD	Construction
614-09-106	Renovate for Cat Scanner and Ultrasound	Construction
614-10-103	Renovate 2 nd Floor Neuropsychology	Construction
614-10-104	Bldg 5 Renovate for Women's Comprehensive Healthcare	Construction
614-10-122	Renovate Bldg 1 2 nd Floor Administration	Construction
614-10-123	Renovate for Biomedical Shop and Servers	Construction
614-09-110	Improve Interior and Exterior Signage and Way finding	In-House Design

2. Upcoming Construction Plans

Project Number	Project Title	Status
314-318	Bldg 1A Entrance Expand & Structural Improvements	AE Design
614-10-102	Expand Emergency Department	AE Design
614-10-115	Renovate Ground Floor Research	AE Design
614-11-101	Upgrade Fire Sprinkler Protection	AE Design

Medical Facility Clinic Updates

1. On June 4, Memphis VAMC Sleep Health Center Lab has passed and received two accreditations (Polysomnogram-full studies and Portable studies). According to the American Academy Sleep Medicine (AASM), accreditation is the gold standard by which the medical community and the public can evaluate sleep medicine services. The Standards for Accreditation ensure that sleep medicine providers display and maintain proficiency in areas such as testing procedures and policies, patient safety and follow-up,

and physician and staff training”. This elite accreditation demonstrates Memphis VAMC excellence in sleep medicine.

May 21, the Supervisor of Biomedical Engineering at Memphis VAMC submitted an idea to the VA Innovations competition for environmental control units (ECU) for spinal cord patients. The Chief of Spinal Cord Injury Unit and Biomedical Equipment Support Specialist also collaborated on the project. The idea was approved and a grant was received for \$728,150 for the purchase of the environmental control units and individual patient televisions for all of the 60 patient beds in Spinal Cord. This equipment will provide spinal cord injured patients with the capability to control their surroundings, including nurse call, bed control, making phone calls, and television controls. The patient can control this equipment through the sip n puff straw, voice activation, or eye gaze. This equipment is one of a kind and has not been implemented in a hospital setting before. This project is expected to greatly improve patient satisfaction as well as increase nursing productivity, thereby saving the medical center money.

Community Based Outpatient Clinic

1. None

Upcoming/Current Activities or Events

1. Quarterly current events

On July 18, the Medical Center Director/CEO Memphis VAMC hosted the quarterly Veterans Advisory Council (VAC) meeting. Representatives of the VAC included: American Legion, Tennessee Department of Veterans, Disabled American Veterans, Veterans Services, Shelby County Mayor's Office, Veterans of Foreign Wars, Tennessee Committee for Employer Support of the Guard and Reserve, Military Order of Purple Heart (MOPH), Marine Corp. League, Paralyzed Veterans of America, Women Who Actively Volunteer for Emergency Services (WAVES), and Vietnam Veterans of America. This group functions as a multi-interest body to offer information and advice to the Chief Executive Officer on issues related to quality, effectiveness and patient satisfaction.

On June 23, Memphis VAMC hosted the sixth annual Welcome Home Job Fair for OEF/OIF/OND returning service members and their families at Pat Thompson Conference Center in Millington, TN. More than 2,000 people attended this year's event. Numerous work stations which included: enrollment, benefits/claims process, My Healthe Vet, PTSD resources, 50 employers, 9 colleges/universities, numerous sponsors, and 24 Veteran Affairs programs and clinics were set up to assist Veterans with transition issues, employment, education, GI Bill, and health benefits. Musical

entertainment, lunch and other activities were provided. The Welcome Home Job Fair was considered very successful.

June 3, OEF/OIF/OND program manager and Chief of Recreation Therapy/Interim Chief of Voluntary Services at the Memphis VAMC was contacted by Debra Howze, Fitness Sports and Aquatics Branch Head, at Naval Support Activity Mid-South in Millington, TN, to discuss the Third Navy Ten Nautical Mile and their proposal of including the OEF/OIF/OND Wounded Warriors from the Memphis VAMC in their walk/run. Four OEF/OIF/OND Veterans who receive care at the medical center participated. OEF/OIF/OND program manager and Chief of Recreation Therapy/Interim Chief of Voluntary Services as well as 900 participants attended this event.

On May 17, employees, volunteers, and Veterans at the Memphis VAMC participated in the second annual national VA2K event held outside the medical center. The purpose of the VA2K was to encourage employees at all levels of fitness to join in for a walk/run while benefiting homeless Veterans. More than 300 people participated in the walk/run/roll event.

At the 25th *Celebrate Nursing Gala* at the Holiday Inn University of Memphis, Seventeen nurses from the Memphis VAMC were selected and honored as the Top 100 Nurses for 2012. In addition, two of the nurses were also selected for the prestigious Excellent Eleven award.

2. Upcoming events

Suicide Prevention Week is from August 31, to September 7, 2012. Suicide Prevention Task Force presents the Veteran's Information Fair/Parade Patient Appreciation Day on September 6, 2012.

On October 18, 2012, Memphis VAMC will host the Annual Tri-State Veterans Service Officers (VSO) Conference in the theater at the medical center. More than 60 VSO representatives as well as staff members from the local offices of Congressman Steve Cohen (D-TN-District 9), and Congressman Marsha Blackburn (R-TN District 7) are expected to attend the event. This conference is held each year to inform Veterans' representatives of changes that might have occurred in laws and regulations governing VA health care and benefits.

On November 9, 2012, Memphis VAMC will participate in the Annual Veteran's Day Parade in downtown Memphis. Hundreds of employees, Veterans, volunteers, and family members will meet at the medical center to be escorted by the Memphis Police Department to the step-off point.

3. Congressional Activities

On July 27, Executive Leadership, Veterans Justice Outreach Coordinator, and PAO at the Memphis VAMC attended Shelby County Mayor Mark H. Luttrell, Jr's, announcement of the Veterans court during a news conference at the Criminal Justice Center, 201 Poplar Avenue, in the Shelby County General Sessions Division Seven (7) courtroom. The purpose of the Veterans court is to help address the root causes of why some Veterans commit crimes. The court will offer mental health treatment programs for Veterans in lieu of jail time. Congressman Steve Cohen (D-TN) presented the history of the concept and the role of his office and the Memphis VAMC. Congressman Cohen also recognized and introduced Dr. James L. Robinson III, Director/CEO at Memphis VAMC. Dr. Robinson discussed how instrumental the Veterans Justice Outreach Coordinator has been in the development of the Veterans court. The event was well attended.

On June 23, Memphis VAMC participated in the Memphis Police Department's (MPD) Health Fair located at the Frasier Community Center in Memphis, TN. The purpose of the health fair was to provide information on the services Memphis VAMC has to offer. Congressman Steve Cohen (D-TN), Senator Jim Kyle (D-TN), District Attorney General Amy P. Weirich, and Memphis City Mayor A C Wharton were in attendance.

June 5, Memphis VAMC participated in the Veterans Outreach event in Jackson, TN, hosted by the offices of Senators Bob Corker (R-TN), Lamar Alexander (R-TN), Congressman Stephen Fincher (R-TN-8th), Congressman Marsha Blackburn (R-TN-7th), Mayor Jerry Gist, City of Jackson, VA Regional Office, VA Jackson CBOC, Mayor Jimmy Harris, Madison, Tennessee Department of Veterans, Jackson State Community College, and many others. More than 300 Veterans attended the event. In addition, this Rally Point provided an opportunity for Veterans to consider various employers. Several Veterans Services Organizations were represented. Memphis VAMC and Jackson VA CBOC were represented by the CBOC coordinator, the HUD-VASH coordinator, staff from the office of Homeless Prevention, OEF/OIF/OND, Women's Veterans, My Healthy Vet Coordinator and Suicide Prevention.